



State of Illinois
Illinois Commerce Commission
Service Quality and Customer Credit Reporting
Quarterly Filing

US Xchange of Illinois, L.L.C.
d/b/a One Communications II
for Filing Period 4/1/2008 to 6/30/2008
Tracking Number 2316

Performance Data - Code Part 730

	April	May	June	Quarterly Average
A. Operator Answering Time - Toll and Assistance Section 730.510(a)(1)	1.40	1.50	1.60	1.50
B. Operator Answer Time - Information Section 730.510(a)(1)	2.20	19.60 *	18.00 *	13.27 *
C. Repair Office Answer Time Section 730.510(b)(1)	105.00 *	90.00 *	213.00 *	136.00 *
D. Business or Customer Service Answer Time Section 730.510(b)(1)	105.00 *	90.00 *	213.00 *	136.00 *
E. Percent of Service Installations Section 730.540(a)	83.00% *	100.00 %	100.00 %	94.00 %
F. Percent of Out of Service Lines Repaired in < 24 hours Section 730.535(a)	48.48% *	63.89% *	36.67% *	50.51% *
G. Trouble Reports per 100 Access Lines Section 730.545(a)	0.57	0.64	0.62	0.61
H. Percent Repeat Trouble Reports Section 730.545(c)	8.09 %	12.80 %	8.80 %	10.00 %
I. Percent of Installation Trouble Reports Section 730.545(f)	0.00 %	0.00 %	0.00 %	0.00 %
J. Missed Repair Appointments Section 730.545(h)	0	0	0	0
K. Missed Installation Appointments Section 730.540(d)	0	0	0	0

Credit due in accordance with Section 732.30(a)

Out of Service More Than 24 Hours	April	May	June	Totals
A. Total dollar amount of all customer credits paid	\$269.93	\$1,825.21	\$381.60	\$2,476.74
B. Number of credits issued for repairs - 24-48 hours	5	3	4	12
C. Number of credits issued for repairs - 48-72 hours	5	1	5	11
D. Number of credits issued for repairs - 72-96 hours	2	1	4	7
E. Number of credits issued for repairs - 96-120 hours	3	1	1	5
F. Number of credits issued for repairs > 120 hours	1	5	5	11
G. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0
H. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Credit due in accordance with Section 732.30(b)

Failure to Install Basic Local Exchange Service	April	May	June	Totals
A. Total dollar amount of all customer credits paid	\$0.00	\$0.00	\$0.00	\$0.00
B. Number of installations after 5 business days	2	0	0	2
C. Number of installations after 10 business days	0	0	0	0
D. Number of installations after 11 business days	0	0	0	0
E. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0
F. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Credit due in accordance with Section 732.30(c)

Missed Appointments	April	May	June	Totals
A. Total dollar amount of all customer credits paid	\$0.00	\$0.00	\$0.00	\$0.00
B. Number of customers receiving credits	0	0	0	0
C. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0

Additional Information

Disclaimer:

"Percent of service installations" does not account for customer requested delays. "Number of installations after X business days" is based on days from loop delivery from ILEC.